



Message: RE: Utility Assistance question

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From Kraft, Emily **Date** Monday, March 6, 2017 10:15 AM
To 'Carrie Hoelscher'
Cc

 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

Under the contract, I don't see any reason you couldn't handle it like that. Honestly, I'm not sure how pre-paying utilities works, because presumably, you don't know how much electricity/water you've used until they tell you after the fact. Do you just pay a certain amount up front, and they square up at the end of the month?

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Monday, March 06, 2017 9:59 AM
To: Kraft, Emily
Subject: Utility Assistance question

Good Morning Emily,

I have a sub that has a client needing assistance with a utility bill. She is a pre-pay customer because she has had issues paying her bill in the past, so the utility company now requires she prepay each month. Because she's current on her bill and doesn't qualify for LIHEAP, can they just document her situation and then assist her or is there a different way they need to go about assisting her because she is pre-pay? We don't run across this situation very often, so want to make sure I'm handling it properly to meet the new contract requirements.

Thank you!

Carrie

Carrie Hoelscher
A2A Program Manager



Email 1

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